



HR FREQUENTLY ASKED QUESTIONS (FAQs)

1. How can I contact the HR Department?

HR will continue to be on hand to support all staff during this difficult period, to provide information and guidance on any of the usual HR queries and concerns you may have.

The team at both Colleges can be contacted by email on hr@cw.ac.uk. Please note office phones have been diverted, so that if you wish to contact specific members of the team you may do so. Or alternatively for emergencies contact 07855443847.

2. Is the College Closed?

Further to Stephen Davis's email sent on 23rd March 2020, effective 24th March 2020 all colleagues are asked to work remotely except those staff members identified as business critical services (BCS).

3. Which staff are identified as BCS?

These are staff who work within Group services that must continue to run over the period of remote working that will involve, consistent or on some occasion, physical attendance at a college site. The SLT are currently working to put a plan forward that will outline what these services are and how we propose they are deployed over the period of the COVID-19 outbreak in a manner that minimises the total numbers of staff at any one time on site whilst ensuring that critical services are maintained for both staff and students.

4. Who do I contact if I need assistance with IT/Computer issues?

Staff from CNWL should contact it.helpdesk@cnwl.ac.uk and CWC staff should email itsupport@cw.ac.uk.

5. I am an agency member of staff will I be paid?

Yes until further notice, any agency staff currently engaged by the College will be paid for the hours they are scheduled to work. Please liaise with your line manager accordingly.

6. As the College will be closed over the Easter period, should I book this as holiday?

As there is no teaching over the Easter period, you are asked to ensure any leave you are due to take is booked through Employee Self-Service (ESS).

7. What do I do if I feel unwell during the period of remote working?

Whether you have COVID-19 symptoms or not and feel unable to work, please contact FirstCare as usual on **0345 456 5780** to report your absence and contact them to close your absence to confirm your return to work.

Please be mindful of the following:

- **If you have symptoms of coronavirus**, however mild, stay at home and do not leave your house for 7 days. You do not need a test if you are staying at home; these are reserved for the vulnerable and healthcare workers. You must refrain from work in line with the PHE and NHS UK guidelines.
- **If someone you live with has coronavirus symptoms**, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms.
- **If you are feeling unwell with symptoms unrelated to coronavirus or need to report emergency special leave**, please contact FirstCare as usual.

8. I have an underlying health condition, what should I do?

Staff with an underlying health condition which may put them in a high risk category should inform their line manager and HR on hr@cw.ac.uk. However if you feel unwell and unable to work, you should contact FirstCare.

9. Do I contact First Care when I feel better?

Once you report your absence, you must adhere to the instructions given by FirstCare regarding how to close the absence period. This indicates that you are ready to continue remote working.

10. Can I book special leave during the period of remote working?

Yes. Special leave should be requested in the usual way, informing your line manager and contacting FirstCare to open and close the period of special leave.

11. If I am looking after a dependent who has COVID-19 symptoms what should I do?

If in doing so you are unable to carry out your work duties, then you should request special leave in the usual way, informing your line manager and contacting FirstCare to open and close the period of special leave.

12. I have contacted FirstCare but am unable to get through?

Unfortunately, as a result of the current situation FirstCare have been experiencing a higher volume of calls which have resulted in longer wait times. However they are working to improve this and in the interim you should also email your line manager and hr@cw.ac.uk and keep trying the FirstCare number.

13. Where can I find College information on the latest situation?

The College is updating information on a daily basis, and staff should refer to the following link:

<https://ucg.ac.uk/resources>

Or alternatively, CWC staff should also refer to:

<http://portal.cw.ac.uk/Info/Pages/Coronavirus.aspx> whilst CNWL staff may visit: <http://staffsp.cnwl.ac.uk/Pages/default.aspx>

14. During this difficult time, is there any external support the College can recommend?

College employees have free confidential access to a 24/7 year round advice and stress counselling service on the following matters.

- Stress counselling
- Family issues
- Medical information
- Lifestyle addictions
- Gambling
- Financial
- Relationships
- Domestic abuse
- Insurance claims
- Consumer issues
- Debt
- Legal
- Stress
- Child care
- Work
- Housing

To access the service you are asked to contact **the Abbey Advice/Claims Line** on telephone number **03332342189** and quote **Policy number 1075626**.

All calls will be transferred to a qualified and experienced counsellor who will offer help and support in a professional, friendly and non-judgemental manner.